

Wisconsin Department of Employee Trust Funds (ETF)

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Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	Commercial – Adult
Languages	English
Additions/Changes to Instruments	Supplemental/customized questions: <ul style="list-style-type: none"> • Currently, questions about pharmacy management • In the past, questions about smoking
Purpose of Project	<ul style="list-style-type: none"> • Quality Improvement • Report to members • Performance incentive for health plans

Survey Administration

Administered Since	2000; administered every year.
Administration Mode	ETF is currently transitioning from telephone administration to mixed-mode (mail with internet being the primary mode).

Uses of Survey Results

Reporting	They report CAHPS survey results to members in order to assist them in selecting plans.
Quality Improvement	They send data files and National CAHPS Benchmarking Database reports to health plans. Plans must submit QI reports each year, where they respond to any deficiencies reflected in their CAHPS survey results.
Marketing/Publicity	
Pay-for-Performance	ETF is transitioning into a pay for performance model, in which it will use CAHPS data to negotiate premium payments to health plans.